

306470
2019-387A

Duke, Daphne

From: Bonnie Swearingen <bletempt02@gmail.com>
Sent: Thursday, March 31, 2022 9:53 AM
To: PSC_Contact
Subject: [External] Customer Data Protection, AAA Utilities, Inc.
Attachments: Customer Data Protection AAA Utilities, Inc.pdf

Please see attached.

Thanks,
Bonnie

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MAR 31 2022

PSCSC
Clerks Office

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Protection of Customer Data

103-823.2 Protection of Customer Data
Section H. Public Utility Guidelines

- (a) Customer Notice Awareness-
AAA Utilities, Inc. is in the process of posting this notice to our website.
Customers will be notified via scheduled billing statement.
- (b) Customer Choice and Consent-
AAA Utilities, Inc. does not share any customer information with third parties. In the event that this policy changes, customers will be notified in writing and given 60 days to opt out of sharing their information with third parties.
- (c) Customer Data Access-
Any customer requests to access any and all of their own personal data possessed by AAA Utilities, Inc. will be granted anytime during normal business hours.
- (d) Data Quality and Security Procedures and Measures-
In the event of service termination via customer request, all data is properly disposed of and purged according to policy.
- (e) Public Utility Accountability and Auditing-
AAA Utilities, Inc. does not share data with any third party unless requested in writing by the customer. All AAA Utilities, Inc. personnel are thoroughly trained in properly protecting customer data and are held accountable for doing so.
- (f) Frequency of Notice to Customers-
Going forward, AAA Utilities, Inc. will note billing statements that this letter is being posted to our website. A link will be provided.
- (g) Due Diligence Exercised by Utility When Sharing Any Data with Third Parties-
AAA Utilities, Inc. requires customer request in writing, otherwise no data is ever shared with a third party.
If you have any questions regarding these policies, please call us at 803-638-3342.

Sincerely,

AAA Utilities, Inc.